

GOVERNMENT OF ANDHRA PRADESH
A B S T R A C T

Municipal Administration – Governance for results – Recommendations of 2nd Administrative Reforms Commission – Citizen's Charter to be published and implemented by the Greater Hyderabad Municipal Corporation – Orders – Issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (R) DEPARTMENT

G.O.Ms.No.278

Dated: 19.06.2013
Read the following:

1. G.O.Ms.No.158, MA, dated 25.04.2001.
2. From the Deputy Secretary to Government, GA(GPM&AR) Department. D.O.Lr.No.36447/RTIA/GPM&AR/2005, dated 23.01.2013.
3. G.O.Ms.No.325, GA(GPM&AR) Department, dated 30.04.2013.
4. From the Commissioner, GHMC. Lr.No.495/OP5/GA/GHMC/2013, dated: 25.05.2013.

<>0<>

ORDER:

In the reference 2nd read above, the Government in General Administration Department requested the Municipal Administration and Urban Development Department to revise the Citizen's Charter immediately keeping in view of the following guidelines.

- i) To review and revise, if necessary, the Citizen Charter in the Department in consultation with stakeholders.
- ii) Fix a definite timeframe for delivery of services
- iii) Introduce penal provision for non-delivery of service within the stipulated time period.

2. In the G.O. 3rd read above, Government in General Administration Department have issued instructions for introduction and implementation of Citizen's Charters in Department having large public interface, and accordingly, the Commissioner, Greater Hyderabad Municipal Corporation has been entrusted with the responsibility of implementation of Citizen's Charter in Greater Hyderabad Municipal Corporation with all the Services as listed in the Charter. In the said G.O., the following instructions were issued to the Heads of Departments.

- They shall notify and give wide publicity to their Citizen's Charter through their Official website, Media and prominent displays in the Offices concerned.
- They shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. Based on the inputs and experiences from the field, the time for delivery of various services may be reviewed with a view to achieve greater speed and efficiency.

3. Accordingly, in the reference 4th read above, the Commissioner, Greater Hyderabad Municipal Corporation has submitted a Model Citizen's Charter for Greater Hyderabad Municipal Corporation to provide all the residents of Greater Hyderabad Municipal Corporation areas certain services and to arrange Permission and Certificates within a timeframe through the Service Centers which are already functioning.

4. After careful examination of the proposal submitted by the Commissioner, Greater Hyderabad Municipal Corporation contained in the reference 4th read above, and considering that issuance of Citizen's Charter and opening of Service Centers within Greater Hyderabad Municipal Corporation will go in a long way in providing Municipal Services to the community in an efficient manner within a reasonable time limit. The Government in partial modification of the G.O. issued in the reference 1st read above, hereby approve the Citizen's Charter of Greater Hyderabad Municipal Corporation to be implemented by Greater Hyderabad Municipal Corporation, and opening of Service Centers in Greater Hyderabad Municipal Corporations will be with effect from 19.06.2013. The Commissioner, Greater Hyderabad Municipal Corporation is directed to follow the instructions as given below:

- Greater Hyderabad Municipal Corporation is directed to publish the Citizen's Charter in English, Telugu and Urdu on 19.06.2013.
- Service Centers shall be continued, in addition to the Mee-seva Centers, just like a Bank Counter with effect from 19.06.2013 to render the Services as mentioned in the Citizen's Charter, in a time bound manner.
- These services will be available in the Mee-seva and Municipal Service Centers in Greater Hyderabad Municipal Corporation
- Application forms and leaflets showing the procedure to be followed to obtain these services are available through Mee Seva and Municipal Service Center and also in the website of Greater Hyderabad Municipal Corporation (www.ghmc.gov.in)
- Cost of Application form and Fees/User Charges for obtaining the above services shall be fixed by the Greater Hyderabad Municipal Corporation.
- The days in 'timeframe' referred in the 'Service Standards' mean working days.
- If the above timeframe is not adhered to, compensation would be paid to the applicant at Rs.50/- per day in case of services of Revenue, Engineering and Health Sections, and Rs.100/- per day in case of services of Town Planning Section by the Greater Hyderabad Municipal Corporation towards loss of valuable time of the applicant. This compensation will be recovered from the person who delayed the service delivery. Disciplinary action would be initiated against the defaulting Officer who have paid fine at least 3 times in a year. Similar disciplinary action would be initiated against the persons responsible who failed to pay fines imposed.

5. The Greater Hyderabad Municipal Corporation shall notify and give wide publicity to Citizen's Charter through their official website, media and prominent displays in the Offices concerned and place in before their Municipal Councils for information.

6. The Deputy Commissioners, Greater Hyderabad Municipal Corporation shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. The Zonal Commissioners, Greater Hyderabad Municipal Corporation shall review the implementation of the Citizen's Charter once in a month and submit a report to the Commissioner Greater Hyderabad Municipal Corporation. The Commissioner Greater Hyderabad Municipal Corporation is requested to review the implementation of Citizen's Charter in Circles once in a Quarter and submit report to Government.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

ADHAR SINHA
PRINCIPAL SECRETARY TO GOVERNMENT (MA)

To
The Commissioner, Greater Hyderabad Municipal Corporation.
The Commissioner and Director of Municipal Administration, Hyderabad.
The Engineer-in -Chief (Public Health) Hyderabad.
The Director of Town and Country Planning, Hyderabad,
The General Administration (GPM&AR) Department.
The P.S to Principal Secretary to Hon'ble Chief Minister.
The O.S.D. to Hon'ble M(MA).
The P.S. to Principal Secretary to Government (UD).
The P.S. to Principal Secretary to Government (MA).
All Officers in the Department.
Sf/sc

//FORWARDED BY ORDER//

SECTION OFFICER



Citizen's Charter

Greater Hyderabad Municipal Corporation (GHMC)

Head Office, Tankbund Road, Hyderabad. Phone: 040-23224056
(<http://www.ghmc.gov.in>)

May 2013

Citizens' Charter

1. About the Department:

The Greater Hyderabad Municipal Corporation (GHMC) is the ULB of Hyderabad city, spread over Hyderabad district, part of Ranga Reddy and part of Medak districts.

GHMC administers through the Head Office, 5 Zonal Offices and 18 Circle offices. GHMC provides the following services:

- Public Health, Sanitation, Street Lighting etc.
- Provision and maintenance of infrastructure – Roads, Storm Water Drainage, Under Ground Drainage (in Ranga Reddy and Medak), Street Lights, Parks & Play Grounds etc
- Regulatory activities - building constructions, trade licenses etc
- Resource mobilization.
- Implementation of urban poverty alleviation programmes.

GHMC coordinates with other departments such as APCPDCL, HMWS&SB, Revenue and Police to provide improved urban services to the citizens.

2. Vision:

To have well planned, inclusive, economically productive, environmentally sustainable Capital City of Hyderabad with world class infrastructure and services to provide improved quality of life to its citizens.

3. 3.1 Mission:

- To plan and provide for urban infrastructure requirements through integrated planning.
- Operate municipal services of high quality with improved service delivery mechanism.
- Inclusive urban growth by strengthening community development and participation; and provision of basic services to the poor.
- Transparency, accountability and efficiency in Urban Governance.

3.2 Objectives:

1. Improvement of municipal infrastructure services.
2. Development of the city of Hyderabad in respect of planning, development and regulatory actions.
3. To strengthen the financial position of GHMC.
4. To ensure that all the areas of GHMC are kept clean and pleasant for better living.
5. To ensure better implementation of programmes for Urban Poverty Alleviation in GHMC.
6. To facilitate, finance and creation of infrastructure for urban transport and services including metro rail.
7. To facilitate improvement of capacities of key stakeholders in Urban Development.
8. To formulate and implement urban reforms.

3.3. Functions:

GHMC provides the following civic services and infrastructure facilities to its citizens:

Civic Services:

- Health, sanitation and conservancy services including:
 - Solid waste management
 - Control of malaria and other epidemic diseases
 - Preventive health care and control of epidemics
 - Prevention of food adulteration and
 - Vital statistics including registration of births and deaths

Infrastructure Services:

- Roads, Bridges including Flyovers, Culverts, Subways etc
- Widening of Roads and Improvements to Junctions
- Traffic and Transportation amenities
- Street Lighting
- Storm water drainage and flood control
- Parks, Play grounds, Swimming pools, Stadia, Avenue and Block plantations
- Rain water harvesting and Water conservation
- Town Planning – Zoning and Building regulations
- Slum improvement and Urban Community Development

- Slaughter Houses, crematoria and burial grounds
- Hospitals, Dispensaries and Maternity & Child welfare centers

4. Services and Service Standards:

4.1.Service Delivery Offices:

The corporation has following levels of offices rendering different services shown against each type of office.

Sl. No.	Office	Services offered
1.	GHMC Head Office - headed by Commissioner	All services related to: <ul style="list-style-type: none"> • General Coordination at City Level • Building permissions of 12m above (stilt + 5 floors) and Multi-storeyed Building (MSB) • Lay out permissions • Traffic and Transportation Planning • Major structures viz., Housing, Widening of Roads, Bridges and flyovers, junction improvement • Sanitary landfill site at Jawahar Nagar
2.	Zonal Office – headed by Zonal Commissioner	All services related to: <ul style="list-style-type: none"> • General Coordination at Zonal Level • Building permissions above 10 m (stilt + 4 floors)
3.	Circle Office – headed by Deputy Commissioner (DC)	All services related to: <ul style="list-style-type: none"> • General coordination at circle level • Property Tax and other Municipal Taxes and Fees. • Street Cleaning, Garbage Lifting and Transportation, animal control and maintenance of toilets. • Birth & Death registration • Infrastructure services including maintenance of civic infrastructure viz., roads, drains, street lights, parks and play grounds etc • Building Regulation and Permission • Implementation of poverty alleviation programmes

Sl. No.	Office	Services offered
		include self employment, placement, bank linkage, Self Help Groups formation and capacity building of CBOs, Disabled groups (Vikasam) <ul style="list-style-type: none"> Senior Citizens (Aasara)

4.2.Timings:

Offices of the corporation work from 10.30 am to 5.00 pm. Citizens can file applications for all services during the office hours.

4.3.Our Key Services:

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
A. Health & Sanitation Section						
1.	Issue of trade license	<ul style="list-style-type: none"> Application (in prescribed format) Self assessment form. Property tax receipt upto date Rental/sale/lease deed Location plan - blue print copies -3 NOC from two immediate neighbours Building Sanction plan / OC plan obtained from GHMC Passport size photos - 2 	As per schedule of rates	30 days	AMOH	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
2.	Renewal of Trade License	<ul style="list-style-type: none"> Existing Trade License. Rental Agreement (if applicable). Property Tax receipt showing upto date payment. 	As per Schedule rates	10 days	ALO/AMOH	DC
3.	Issue of Sanitation Certificate	<ul style="list-style-type: none"> Application (in prescribed format) Copy of Property Documents Copy of Lease Agreement Up to date Property Tax Receipt 	-	10 days	AMOH	DC
4.	Trade License (Veterinary)	<ul style="list-style-type: none"> Application (in prescribed format) Self assessment form. Rental/sale/lease deed. Property tax receipt up to date Location plans-blue print copies-3 NOC from two immediate neighbors Building Sanction plan/OC obtained from GHMC Passport size photos-2 	As per schedule of rates	15 days	Veterinary Officer	DC
5.	License for pet dogs	<ul style="list-style-type: none"> Application (in prescribed format) NOC from neighbors Health certificate from veterinarian 	Rs.50/-	7 days	Veterinary Officer	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
6.	Issue of Birth/Death certificate	Application (in prescribed format)	Rs.20/- per certificate	7 days	AMOH	DC
7.	Supply of extra copies of Birth certificate / Death certificate	Application in prescribed format	Rs.20/-	3 days	AMOH	DC
8.	Corrections in Birth/Death certificates	<ul style="list-style-type: none"> • Application (in prescribed format) • Declaration by the nearest relative (Parents / Children's /Spouse) in case of death and either father or mother in case of live birth • Declaration to be attested by two Gazetted Officers • Notarized affidavit on Rs.10/- Non Judicial Stamp Paper • Original Birth / Death Certificates already taken are to be returned • Documentary Evidences like - Educational Certificates, Election ID Card, Ration Card, Passport, Driving Licenses, Marriage Certificate, LIC Policies, Caste Certificates, Property Papers, Aadhar card, Ration card etc. • Consent Letter from the concerned Hospital regarding correction to the effect • Other child certificates, if any • In case of Medico Legal Death: <ul style="list-style-type: none"> ○ FIR 	Rs 80/- per certificate	7 days	AMOH	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> ○ Post Mortem Report ○ Form_2 by concerned Police Station Any other supporting documents				
9.	Inclusion of name in Birth certificate	Within 1 year of child birth: <ul style="list-style-type: none"> • Application (in prescribed format) After 1 year but before 3 years: <ul style="list-style-type: none"> • Application (in prescribed format) • Affidavit on Rs.10/- on non judicial stamp paper by parents After 3 years of child birth: <ul style="list-style-type: none"> • Application form (in prescribed format) • Ration Card / any other Residence Proof • School Bonafide Certificate • Birth Certificate If the applicant is unable to produce the above documents, a Notarized Affidavit with the cause satisfied by the registrar may be submitted.	Rs.30/- per certificate	7 days	AMOH	DC
10.	Non-availability certificate of Birth / Death	For birth: <ul style="list-style-type: none"> • Ration Card/Any other Residence Proof • School Bonafide Certificate • Secondary School Marks Sheet • Notarized Affidavit For death: <ul style="list-style-type: none"> • Ration Card/Any other Residence Proof • Notarized Affidavit • Other documentary evidences to prove the place of death 	Rs.20/- per certificate	7 days	AMOH	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> Burial Ground Receipt In case of Medico Legal cases <ul style="list-style-type: none"> FIR Post mortem report Form 2 given by concerned Police Station Any other supporting documents 				
11.	Grievance on sweeping not done	-	-	48 hrs	Sanitary Supervisor	Assistant Medical Officer
12.	Grievance on garbage not lifted	-	-	48 hrs	Sanitary Supervisor	Assistant Medical Officer
13.	Removal of Dead Animals / Carcasses	-	-	48 hrs	Sanitary Supervisor	Assistant Medical Officer
14.	Catching of Rabid dogs	-	-	48 hrs	Sanitary Supervisor	Assistant Medical Officer
15.	Catching of animals in case of animal menace	-	-	10 days	Veterinary Officer	Assistant Director (Veterinary)
B. Electrical:						
16.	Grievance of Non-glowing street Lights (other than high masts)	-	-	48 hrs	AE (Electrical)	DEE

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
C. Property Tax Section						
17.	Assessment of property tax / Re-assessment of property tax	<ul style="list-style-type: none"> • Application (in prescribed format) • Copy of registered sale deed • Copy of sanctioned plan • Copy of occupancy certificate • Copy of unregistered document in case not registered • Indemnity bond of Rs.100/- in case of unregistered properties For re-assessment: <ul style="list-style-type: none"> • Copy of sanctioned plan • Copy of occupancy certificate 	-	30 days	Valuation Officer	DC
18.	Revision Petition on Property tax	<ul style="list-style-type: none"> • Application (in prescribed format) • Copy of latest tax receipt • Copy of building plan 	-	30 days	Valuation Officer	DC
19.	Mutation of property	<ul style="list-style-type: none"> • Application (in prescribed format) • Notice of transfer under sec 208 of GHMC Act duly signed by both the vendor and vendee • Copy of registered sale deed / gift deed/ will deed duly attested • Non judicial stamp paper of Rs.20/- per each copy of document • Undertaking on Notarized Affidavit cum Indemnity Bond on Rs.50/- Stamp Paper • Copy of Property tax paid till date • Copy of Death Certificate/ Succession Certificate. • Latest EC 	0.1% of the Latest Market (Registration) Value	30 days	AMC	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> Market value certificate 				
20.	Certified copy of assessment register	<ul style="list-style-type: none"> Application (in prescribed format) 	Rs.50/-	7 days	AMC	DC
D. Engineering						
21.	Road cutting permission	<ul style="list-style-type: none"> Application (in prescribed format) Location sketch Permission from HMWSSB/APCPDCL. Permission from traffic police (Given only in Nov and Dec months) 	As indicated by the officer concerned after verification	30 days	AE	DEE/EE
22.	Filling of pot holes	-	-	15 days	AE	DEE/EE
23.	Catch pit cover Replacement	-	-	3 days	AE	DEE/EE
24.	Removal of water stagnation	-	-	48 hrs	AE	DEE/EE
25.	Removal of Chokes /blockages in emergencies/others	-	-	48 hrs	AE	DEE/EE
E. Town Planning						
26.	Building Permission for individual residential buildings below 10 meters	<ul style="list-style-type: none"> Application (in prescribed format) Building Application duly signed by the owner, Builder & Architect Engineer Declaration forms duly signed by the owner and attested by Gazetted Officer 	At Head office: Rs.10,000/- at the time of filing	15 days	ACP	DC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> • License copy of Architect/Engineer • NOC from the Joint Collector • Previously Sanctioned Plan • ULC clearance for above 1000 Sq. mtrs. • ULC Affidavit (Below 1000 Sq. mtrs.) • Ownership document (Two sets attested by Gazetted Officer) • LRS Proceedings in case of Unapproved Layouts • Link document (attested by Gazetted Officer) • Xerox copy of upto date property tax receipt • Rs.20/- Non-judicial stamp paper (NJSP) • Building plans (1+5) duly signed by Owner, Architect, Structural Engineer • N.O.C from Building Society concerned and in case of MLA Colony, Road No.12, Banjara Hills, NOC from the District Collector • National Saving Certificate of Rs.2000/- (Xerox copy) in the name of applicant • As per GOMs.No.86 MA Dt:3-3-06.(20c) 10% of the total built up area in ground floor or second floor area to be surrendered to GHMC to be marked in the proposed plan and in section also • Affidavit on Rs.100/- Non judicial stamp paper • In case of commercial / Institutional / Hospital buildings Reqd. Notarized Undertaking as per GOMS.541 MA dt: 17.11.2000 and contractors all risk policy 	<p>application. Balance amount as indicated by the officer at the time of approval</p> <p>At circle office: Rs.10,000/- as initial payment and balance amount as indicated by the officer as per the schedule of rates. (both the amounts to be paid at the time of filing application)</p>			

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> Road widening plans including notarized undertaking on Rs.100/- Non-judicial stamp paper wherever applicable Soft copy of the proposed plan 				
27.	Building Permission for above 10 meters and non-residential buildings	<ul style="list-style-type: none"> Application (in prescribed format) Building Application duly signed by the Owner, Builder & Architect, Engineer Declaration forms duly signed by the owner and attested by Gazetted Officer Licence copy of Architect/ Engineer. Previously sanctioned plan N.O.C. from Joint Collector Land use certificate from HMDA Feasibility certificate from HMWS&SB N.O.C. from AAI, if applicable ULC clearance for above 1000 Sq. mtrs. ULC Affidavit for below 1000 Sq. mtrs Soil testing report Structural Stability Certificate Structural Drawings Ownership documents (Two sets attested by Gazz. Officer) Link documents (attested by Gazz. Officer) Upto date Property tax receipt Rs.20/- Non-Judicial stamp paper Undertaking on Rs.100/- Non judicial stamp paper duly stating whether the construction is taken up by the owner 	<p>At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer</p> <p>At circle office: Rs.10,000/- as initial payment and remaining amount indicated by the officer as per the schedule of rates. (amount to be paid at</p>	30 days	CP	ZC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		<ul style="list-style-type: none"> Declaration –Cum-Undertaking on Rs.100/- Non-Judicial Stamp Paper from the owner and builder Undertaking on Rs.100/- Non Judicial Stamp paper by Owner, Builder, Architect, Structural Engineer (Duly Notarised) Undertaking on Rs.100/- Non Judicial Stamp paper jointly by owner and builder seeking occupancy certificate (Duly Notarised) Building Plans (1+5) duly signed by Owner, architect, Structural Engineer Joint undertaking on Rs.100/- Non Judicial Stamp paper for not stocking building materials on road margin, not to enclose balconies, usage of parking, payment of special sanitation charges, garbage charges and not to increase number of units As per GO.86 MA dt:3.3.6 (20c) 10% of the total built up area in ground floor or first floor or second floor area to be surrendered to GHMC to be marked in the proposed plan and in section also. Along with Affidavit on Rs.100/- Non judicial stamp paper In case of commercial / institutional /Hospital buildings reqd. notarized undertakings as per G.O.Ms.541 MA dt: 17.11.2000 and contractors all risk policy Road widening plans including notarized undertaking on Rs.100/- Non-Judicial stamp 	the time of filing application)			

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		paper wherever applicable <ul style="list-style-type: none"> • Display Board Photographs (Two Numbers) • Builder's License • N.O.C. from Building Society concerned and in case of MLA Colony Road No.12, Banjara hills, NOC from the District Collector. • Soft copy of the proposed plan 				
28.	Sub-division of Plots	<ul style="list-style-type: none"> • Layout Application and Plans duly signed by the Owner, Architect • License copy of Architect from C.A. / Engineer from GHMC for next 3 years • Rs.2/- judicial stamps • Town Survey record from M.R.O. & original and copy attested • Previously Sanctioned Plan, if any • ULC clearance for above 1000 Sq. mtrs. • ULC Affidavit (Below 1000 Sq. mtrs) • Ownership documents for the total site area (Two sets attested by Gazz. Officer) • Latest Encumbrance Certificate • Ownership documents for the plot area to be sub-divided (Two sets attested by Gazz. Officer). • Link documents (attested by Gazz. Officer) two sets • Upto date property tax receipt • Rs.20/- Non-judicial stamp paper • Sub-division Plans showing the total site (1+5) 	At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer as per the schedule of rates	30 days	CCP	AC (Planning)

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
		duly signed by Owner, Architect				
29.	Layout Permission	<ul style="list-style-type: none"> Layout Application and Plans duly signed by the Owner, Architect License copy of Architect from C.A. / Engineer from GHMC for next 3 years. Rs.2/- judicial stamps Town Survey record from M.R.O. & original and copy attested Previous Sanctioned Plan, if any ULC clearance for above 1000 Sq.mtrs. ULC Affidavit (Below 1000 Sq.mtrs) Ownership documents for the total site area (Two sets attested by Gazz. Officer) Latest Encumbrance Certificate Ownership documents for the plot area to be sub-divided (Two sets attested by Gazz. Officer). Link documents (attested by Gazz. Officer) two sets Upto date property tax receipt Rs.20/- Non-judicial stamp paper. Sub-division Plans showing the total site (1+5) duly signed by Owner, Architect 	At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer as per the schedule of rates.	60 days	CCP	AC (Planning)
30.	Certified copy of Building Permission	<ul style="list-style-type: none"> Application (in prescribed format) Deposit of advance copy charges 	Rs.500/- at the time of filing application. Balance	15 days	ACP//CP	DC/ZC

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
			amount as indicated by the officer concerned after verification			
31.	Occupancy certificate (floor wise)	<ul style="list-style-type: none"> Application (in prescribed format) Building completion certificate Photographs of building. Copy of sanctioned plan. HMWS&SB connection details Electricity bill 	No fee at the time of filing application.	15 days	ACP/CP/CCP	DC/ZC/AC (Planning)
32.	Action on encroachments on Public Properties	-	-	15 days	ACP	DC
33.	Action on Unauthorized Constructions	-	-	30 days	ACP	DC
F. Bio-diversity and Sports						
34.	Temporary use of Parks and Sports facility	<ul style="list-style-type: none"> Application (in prescribed format) Programme schedule 	As indicated by the officer concerned	15 days	Assistant Director (Sports)	Director (Sports)
35.	Grievance on Maintenance of Parks	-	-	15 days	Assistant Director (Horticulture)	Director (Horticulture)
G. Sports						

Sl. No.	Service	Documents required (All copies to be attested by Gazetted Officer)	Fees	Time frame	Officer rendering the service	Officer to be contacted for delay or default in service
36.	Registration of Membership in Swimming pool	<ul style="list-style-type: none"> Application (in prescribed format) 2 Passport size photos Medical fitness certificate 	Rs.10/- for application form For membership - Rs. 500/- per month	15 days	Assistant Director (Sports)	Director (Sports)
H. Urban Community Development (UCD)						
37.	Registration in AASARA	AASARA Application form along with <ul style="list-style-type: none"> Age proof Residence proof 2 passport photos 	-	15 days	Project Officer (AASARA)	Project Director (UCD)
38.	Registration in VIKASAM	Vikasam Application form along with: <ul style="list-style-type: none"> 2 passport size photos Disability certificate Age proof Residence proof 	-	15 days	Project Officer (VIKASAM)	Project Director (UCD)
39.	Grievance on UCD activities	-	-	15 days	Dy. Project Officer	DC

Note:

- Application forms are available at all Citizens Service Centres, MeeSeva Centres (for select services) and GHMC website (www.ghmc.gov.in).
- The days referred in timeframe column mean working days.
- Services related to birth and death certificates are available at MeeSeva service centers.

- If the above time frame is not adhered to, compensation would be paid by GHMC at Rs.50/- per day to the applicants for licenses/permissions/certificates who have paid fees/charges to GHMC for services. This compensation will be recovered from the person who is responsible for delay in service delivery.

4.4. Contact Officers: The details of all officers to be contacted for service delivery are given in Annexure 1

4.5. Jurisdiction details: Details of jurisdiction of offices where citizens can avail services are given in Annexure 2

4.6. Electronic Services:

A. Website: By logging on to the website (www.ghmc.gov.in) a citizen can avail the following services.

Sl. No	Services	What services can be availed
1.	Property Tax	1) Self assessment of property tax 2) Payment of property tax
2.	Vacant Land Tax (VLT)	View details of VLT
3.	Trade License	1) Apply for trade licence 2) View trade license amount due
4.	Application forms	Download application forms related to LRS, CSC, VIKASAM, Contractors Application Form etc

B. Mee Seva Center: By visiting Mee Seva center, citizens can avail the following services:

- Correction in Birth and death certificate
- Issue of Birth and death certificate
- Child name inclusion
- Non availability birth and death certificate
- Payment of property tax and trade license

5. Facilities Available to Citizens for Obtaining Information:

6. Help desk: All the Circle, Zonal and Head Office of GHMC have citizen's service centres to provide information and relevant forms.

- a. **Website:** The GHMC Website (<http://www.ghmc.gov.in>) is designed to provide information to citizens on civic services. For instance, citizens can obtain details of all application processes in **How Do I** section and download application forms etc.

7. Grievance/Complaint Redress Mechanism:

The GHMC has a mechanism for effective resolution of grievances/complaints of citizens. The details are given below:

Grievance/Complaint Filing Mechanism

How to file your grievance/complaint		
Mode of filing	Whom to contact	Mode of contact
Manual	Citizens Service Centre/ Head of the wing / Head of the Office	Personal visit/post
Help line	Call Centre	a) 155304 - For BSNL, Airtel, Idea, Reliance, Tata and Uninor users b) For Other users 040-23302440, 23302550, 23302660, 8790715555, 8790725555
Internet	Website	www.ghmc.gov.in > Enquiry > Status > New Grievance

On registering a grievance through the telephone, website a reference number will be generated and sent as SMS to citizen's mobile number. This reference number can be used to track the status of grievance.

8. Stakeholders:

Sl. No	Stakeholder
1	Elected Representatives
2	Municipal Administration and Urban Development Department
3	Officers/Employees
4	Resident welfare associations
5	Community Based Organizations
6	NGOs

9. Indicative Expectations from Citizens:

Citizens are expected to:
1. Submit the application in prescribed form, and obtain the receipt. 2. In case the application is not prescribed, it may be made on a white paper.

3. Attach the documents required for the service
4. Pay the prescribed fee and obtain receipt
5. Be prompt in payment of property tax, user charges, license fees and other dues to GHMC
6. Construct buildings in approved layouts and as per approved plan
7. Avoid unauthorized constructions and deviation from the approved plan
8. Not to approach agents/mediators for availing services
9. Avoid throwing garbage on roads/drains/open places
10. Avoid wasting drinking water
11. Avoid open defecation
12. Help the administration in rendering the services effectively

10. Our Commitment to citizen charter:

The GHMC is fully committed to the Citizen's Charter and strives to achieve the timelines set by the Charter for service delivery. We aim for continuous improvement in the administration of processes and procedures to avoid delays and accomplish the stated mission of being a responsive and transparent organization.

Our officers and staff are committed to providing citizen friendly services with courtesy and ensuring the fulfilment of citizen's service delivery requirements to their satisfaction.

The Commissioner would oversee the implementation of Citizen's Charter. Citizens are invited to give their feedback on implementation of the Charter through GHMC Call Center.

11. Month and Year for the Next Review of the Charter:

This Citizen's Charter has been prepared by the Department on 10th May 2013 and this will be revised on or before 13th May 2014.

ADHAR SINHA
PRINCIPAL SECRETARY TO GOVERNMENT (MA)